

## **Transcript: Justin**

**Mills-6378587547811840-6412058899038208**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I am an employee with Surge, and I know that within 30 days I have to... had to call, either do whatever I needed to do so I... what- w- whether or not I, I get insurance or not. And I actually don't want it, so... Okay, so you wanna opt out of benefits? Yes. Okay, So Surge Staffing, what's the last four of your social? Uh, 041... Wait. 0214. Sorry. And your first and last name? Bethany Allen. And for security purposes, could you verify your home address, including city, state and ZIP code, Bethany? 133... Wait, hold on. Sorry. Yeah, it's... My brain. Wow. Hold on. Oh. Uh. I'm still new to the area, so I, I don't have everything completely in my mind. It's 133 East Main Street, Cardington, Ohio, 43115. And confirm date of birth. My bir- date of birth is 4-25-1994. And a good telephone number have a 724-815-7646. Yes, sir. And the email I have is game girl45 at Gmail? Yep. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Hmm. No, thank you. Awesome. Well, you have a wonderful day, okay? You too. Bye. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. I am an employee with Surge, and I know that within 30 days I have to... had to call, either do whatever I needed to do so I... what- w- whether or not I, I get insurance or not. And I actually don't want it, so...

Speaker speaker\_0: Okay, so you wanna opt out of benefits?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, So Surge Staffing, what's the last four of your social?

Speaker speaker\_1: Uh, 041... Wait. 0214. Sorry.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Bethany Allen.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and ZIP code, Bethany?

Speaker speaker\_1: 133... Wait, hold on. Sorry. Yeah, it's... My brain. Wow. Hold on. Oh. Uh. I'm still new to the area, so I, I don't have everything completely in my mind. It's 133 East Main Street, Cardington, Ohio, 43115.

Speaker speaker\_0: And confirm date of birth.

Speaker speaker\_1: My bir- date of birth is 4-25-1994.

Speaker speaker\_0: And a good telephone number have a 724-815-7646.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is game girl45 at Gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: Hmm. No, thank you.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: All right, bye-bye.